

PROVIDER BULLETIN

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BEHAVIORAL HEALTH SERVICES REQUEST FOR PRECERTIFICATION FORM

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UPDATE

The Behavioral Health Services Request for Precertification form was updated in October of 2015 and includes updated fields needed to process precertification requests. Please use this new version of the form to ensure efficient processing of requests. Requests for precertification may be faxed to (573) 635-6516. **Prior versions of the form will no longer be accepted as of the date of this bulletin.**

The form can be found at:

http://manuals.momed.com/forms/Behavioral_Health_Services_Request_%20for_Precertification.pdf.

CYBERACCESSSM FOR ONLINE PRECERTIFICATION REQUESTS

Precertification may also be requested online via CyberAccesssm or by phone at: (866) 771-3350.

The MO HealthNet Division contracts with Conduent to provide CyberAccesssm. To become a CyberAccesssm user, contact the Conduent help desk at 888-581-9797 or 573-632-9797, or send an email to CyberAccessHelpdesk@Conduent.com. Conduent staff will set up individual training sessions with each provider site that requests access to the Web tool.

Provider Bulletins are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

MO HealthNet News: Providers and other interested parties are urged to go to the MHD Web site at <http://dss.mo.gov/mhd/> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Managed Care Services

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the red or white card.

Provider Communications Hotline
573-751-2896